

# If You Don't Know, Ask!

Using Student Feedback To Direct  
Redefinition Of Library Spaces



# Who We Are



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# Who We Are

## Georgia College & State University

- Georgia's Public Liberal Arts University
- ~6,000 students
- Programs of study in four colleges
- Heavy focus on undergraduate research



# Who We Are



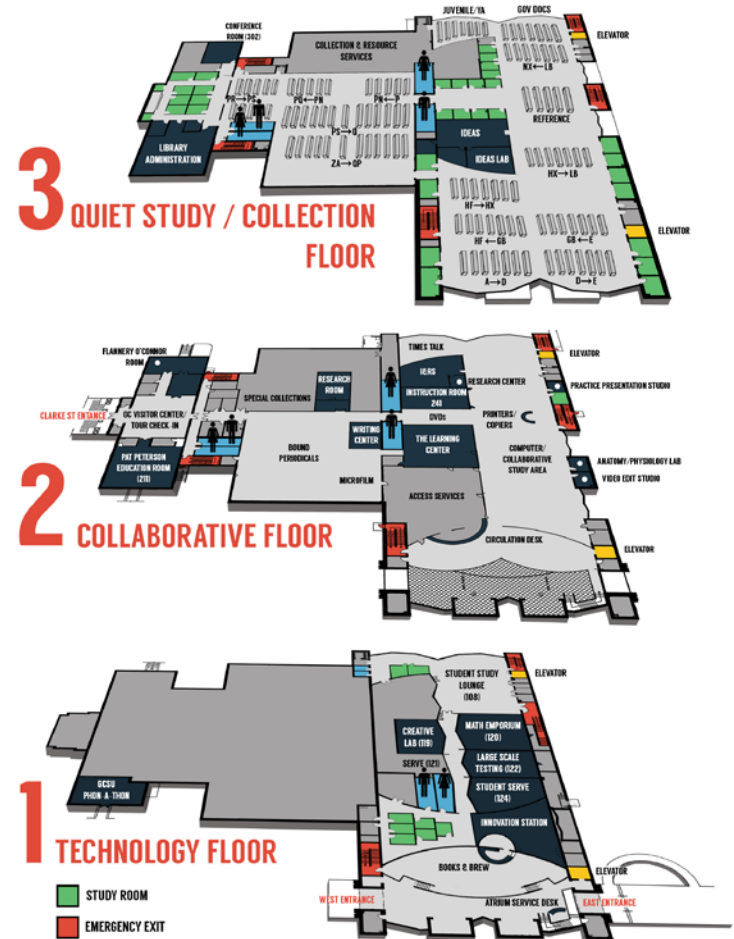
## Ina Dillard Russell Library

- 3 floors
- ~140,000 sq. ft.
- 5 departments
- 11 faculty, 12 staff

# Who We Are

## Ina Dillard Russell Library

- ~3,600 visitors per day
- ~17,000 visitors per week
- ~40 study rooms



# The Problem

## Study Rooms

- Available on first-come, first-serve basis
- Group study has priority
- Students always want “more”

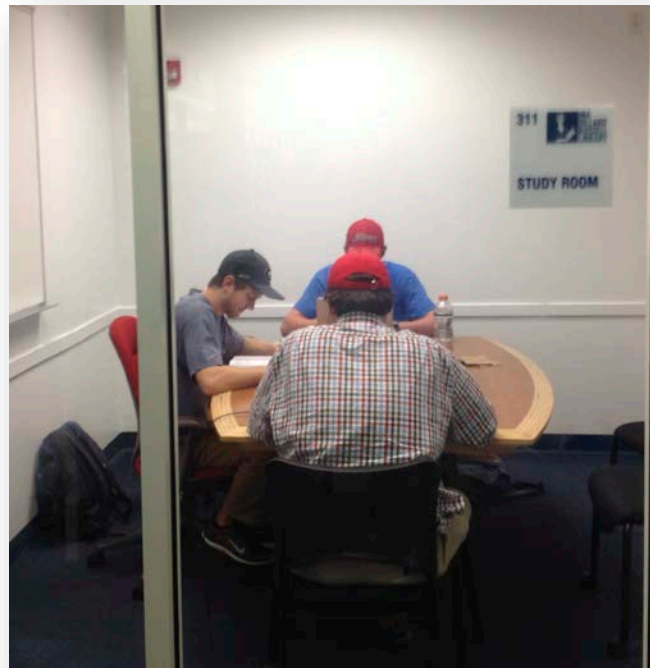




# The Problem



No



Yes

# The Problem

Do we check out/reserve the rooms?

- If yes, HOW?
- Piloted during Fall Finals Week 2013
  - Limited number of study rooms for “pilot”
  - LOTS of issues
  - Too difficult to manage



# The Problem

## Pilot

- Nine rooms
- Located on 3rd floor
- Checkout on 2nd floor



# What We Did

## Spring 2014 User Survey

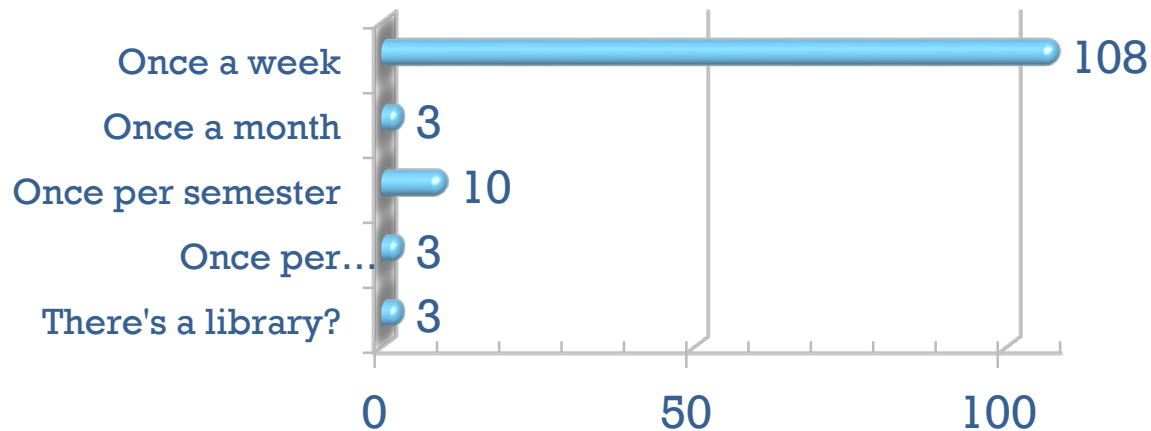
- Sent to a sample of 2,000 students
- 257 respondents
  - 215 undergraduates (85%)
  - 32 graduates (13%)
  - 3 faculty (1%)
  - 2 alumni (1%)
  - 1 visitor (0%)



# What We Did

## Spring 2014 User Survey

How often do you visit Russell Library?



# What We Did

## Spring 2014 User Survey

- Asked questions related to library space(s)
- Number one reason for visiting the library: STUDY
- Overall satisfaction with Library Spaces:
  - 8 very dissatisfied
  - 29 dissatisfied
  - 39 neither satisfied nor dissatisfied



# What We Did

## Spring 2014 User Survey

- “More study room, if possible”
- “MORE STUDY ROOMS/CUBICLES”
- “It is incredibly hard to find a study room, especially when there’s only one person per room a lot of the time.”
- “Allow single people to be in study rooms. It should be on first come, first serve basis.”

# What We Did

## Two Focus Groups

1. Library student assistants
2. Other students who work on campus

- Conducted Spring 2015
- PIZZA!



# What We Did

## Two Focus Groups

- Guided questions
- Gave students a safe environment to voice concerns
- Peer-to-peer conversation and brainstorming





# Outcomes

## Lots of feedback



# Outcomes

## Feedback:

- “I feel like I hit the GC lottery when I get one – it’s like a parking spot on Monday morning!”



# Outcomes

## Feedback:

- “Students would be pretty upset (MAD) if Study Rooms went away - ALL of student body!”



# Outcomes

## Feedback:

- “Enough Study Rooms? NO, but...we already have a lot – can we build a 4th floor for Study Rooms?!?”



# Outcomes

## Feedback:

- Do we have an entitled culture regarding Study Rooms?  
(10 of 11 say YES)
  - **BUT:** be careful how it changes because of this



# Outcomes

## More understanding for students

- Developed idea for what students want
  - Not what *we* want
- Strengthened relationship with student assistants





# Outcomes

## More understanding about the Library

- What library wants to do vs. what library can do
- Learning to leverage current resources
- Understanding that change takes time, money, and resources





# What We Learned

- Students felt valued in having voices heard
- Collected meaningful data
- Gained insight into how to move forward with study room checkout process



# What's Next

## Currently purchased LibCal subscription

- Explore reservation system via LibCal



# What's Next

## Other options

- Open Source: West Virginia system available via GitHub
- <https://github.com/wvulibraries/RoomMe>





# Recommended Reading

## Creating Connective Library Spaces: A librarian-student collaboration model

- Watkins, Alexander, and Rebecca Kuglitsch. "Creating connective Library Spaces: A librarian-student collaboration model." In *Enhancing Teaching and Learning in the 21st Century Academic Library: Successful Innovations That Make a Difference*, edited by Bradford Eden, 157-169. Lanham, MD: Rowman & Littlefield, 2015.

# Remember:

“You can please some of the people all of the time, you can please all of the people some of the time, but you can’t please all of the people all of the time.”

John Lydgate



# Questions?

